



## How to Enroll at Viva International College

- 1) Complete this Application Form, sign it, and either submit it to an authorised Viva agent in your country, fax it to Viva on (61-7) 3012 8268, or post it to the following address;  
Viva International College  
GPO Box 2122  
Brisbane Qld 4001  
Australia
- 2) When we receive your Application Form we will send you an Invoice and Offer of Place.
- 3) You pay the fees due and we send a Confirmation of Enrolment if required for your visa. If you are applying for a Student Visa you must show this at the Australian Embassy when you apply for your visa. The Australian Embassy will tell you about any special visa conditions which may apply to your country.



## Refund Policy

- 1) If fees have been paid in advance and a student's Visa application is subsequently rejected by Australian Immigration, all course fees will be refunded in full within 28 days, upon receipt of a written notification from the Australian Embassy.
- 2) **The Student Enrolment and Homestay Arrangement fees are not refundable in any circumstances**, but other charges, such as the Airport Greeting Fee, will be refunded in the event that your visa application is denied. Homestay cancelled at least 2 weeks before arrival will be refunded in full.
- 3) **If a student cancels their course for any reason, he/she will be entitled to a pro-rata refund as follows:**
  - \* If the course is cancelled 28 days or more before commencement, 100% of the tuition fees will be refunded.
  - \* If a course is cancelled less than 28 days before commencement 70% of the tuition fees will be refunded.
  - \* If a course is cancelled within the first 28 days after commencement, 30% of the tuition fees will be refunded.
  - \* No refunds will be made once the student has completed 28 days of their studies, unless the student has a legitimate complaint against the College that can be substantiated under the Consumer Protection Laws of the Commonwealth of Australia, or the State of Queensland.
- 4) Requests for refunds must be made in writing to The Principal, VIVA International College, G.P.O. Box 2122, Brisbane, Queensland 4001 Australia, stating all details of the claim for refund. The request may be posted or handed to Reception.
- 5) If Homestay accommodation has been reserved in advance by the college and the student wishes to cancel their homestay after arrival, two weeks notice of cancellation must be given. If you have a legitimate grievance with your Homestay we will move you to a new one free of charge.
- 6) If, for any reason, the College is unable to deliver the course for which the student has enrolled, a full refund of all fees (including Application Fee, Accommodation Arrangement and Airport Greeting fee), will be made within 14 days from the time of notification.
- 7) **If a student is expelled by the College for a serious breach of discipline, no fees will be refunded.** The College has a proper grievance and dispute resolution procedure in place whereby a student can lodge an appeal if a dispute arises.
- 8) Notwithstanding the outcome of the College's dispute resolution procedure, this agreement does not remove the student's right to take further action under Australia's consumer laws or circumscribe the student's right to pursue other legal remedies.
- 9) All bank charges incurred by Viva in issuing refunds will be met by the student.

### Other Conditions

- 1) Tuition fees are not transferable.
- 2) Minimum age for enrollment is 16 years unless the student is part of an accompanied study tour.
- 3) All fees are due a minimum of 14 days before the course commences.
- 4) Please give advance notice of change of arrival date or time. If notice is given less than 24 hours before arrival, you may be charged a second airport pick up fee.

**Please Note: Personal information recorded on this form may be made available to Commonwealth and State Government Agencies and the ESOS Assurance Fund.**

Viva International College  
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Brisbane, Queensland  
Australia

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Brisbane 4001  
Email: [info@vivacollege.com](mailto:info@vivacollege.com)  
Website: [www.vivacollege.com](http://www.vivacollege.com)